RFP 10-65 QUESTIONS and ANSWERS

Q1. The RFP covers the interface between CIMRS and UI, but not between CIMRS and Indiana Career Connect. Should that interface be included in the proposal? If so, what will the vendor's role and responsibilities?

A1. The vendor does not need to provide any interface between CIMRS and Indiana Career Connect.

Q2. Are job seeking clients and employers expected to have the ability to self-register? Should Eligible Training Providers be able to log in to upload and update their information?

A2. No, job seeking clients and employers will not self-register into CIMRS. Eligible Training Providers should be able to log in to CIMRS and update their information.

Q3. What will the vendor be responsible for in data conversion? Can the state and vendor roles be clarified?

A3. The data conversion will be a collaborative effort between state staff and the winning bidder. The vendor will provide layouts for files to be imported into the system. The vendor and the state will collaborate to determine the best source for the data from the existing system.

Q4. There is no mention of regional extracts to be made available to the regional operators – is there a desire to continue the regional extracts?

A4. No.

Q5. Pages 20-22 (Section 11) covers the reports the system must produce. Since these are mandatory reports and some of them are outside of the required federal reports we have a few questions for further clarification:

B. TAA Activity Reports *"g. Job Service Activity TAA/NAFTA Report - Statewide, Local Area, County, Office"* What is a Job Service Activity report?
F. No Participation – *"o. Report of participants who are enrolled but do not have a participation date (have not received a service that sets participation.)"* "Enrolled but do not have a participation date" is not clear. Please provide more details on the nature of this report to determine if it already exists or must be developed.
H. WIA Age Pending Client *"r. Report of participants with enrollments pending approval."* Is there a desire to have all enrollments checked and approved by staff intervention? Please give more details on the nature of this report.
K. TAA Grades/Syllabi – *"u. Report of participants' enrollment start/end; semester start/end; grades and syllabi status/date received by Statewide,*

Local Area, and Office." Please define what tracking requirements there are for grades and syllabi. Also please provide further details on the nature of this report.

Q. Non-Veterans Served

aa. Interactive report of non-veterans (according to the demographics snapshot) served by vet reps by State and Office.

bb Separate drill-downs to client record and service.

cc. View Enrollment link displays summary demographics/snapshot and provides function for updating the record as appropriate.

Please define what is meant by these three points, especially cc. Please provide a description of what the report referenced in cc. looks like. What data elements are included, what layout, and the objective of the report.
T. In Report - Please provide a detail description on what this report includes.
BB. OutReach - Please provide a detail description on what this report includes.

A5.

B. Upon further review this report is not required.

F. The No Participation report is a list of clients who may have an application completed (enrolled) for a funding stream but no service has been provided to the client that would start the participation period. A service in a funded program (excluding follow up services) provided to a client begins the participation period.

H. WIA Aged Pending Client. This report is a list of all clients who are enrolled (application taken with no service provided), the agency that enrolled the client, the region, office name, the unique id of client, the program of enrollment, the enroll date, the number of days with no services from the enroll date to the date of the report and the staff name who took the enrollment.

K. The system will reflect the receipt of TAA Grades and Syllabi for the TAA program for which the client has been approved. The syllabi would be for the client's education program at the time of TAA approval.

Q. aa. This report is a report by State and Office of clients who are not veterans who received a service provided by a vet rep.
bb. The report allows a drill-down to allow staff to see the detailed client record and the specific service that was provided by the vet rep.
cc. From the original report (aa) staff can view the Enrollment screen of the client which displays the summary demographics/snapshot where staff can update/correct the record. The report should at minimum contain the unique id of the client, the client name, the vet rep name, desk id, and office name, the service provided by the vet rep.

T. The Call In Report contains the unique id of the client, the name of the client, the office, the staff name, the reason for the 'Call In", the 'Call In" date, and the 'Call In' time.

BB. The 'Outreach Report' is a report that provides aggregated count for a selected time period for a selected region on what prompted a client to come in to the office. Some choices may be: Internet, newspaper ad, radio advertisement, etc.

Q6. Page 32, Section 16 references a “common repository for data sharing.” What is the purpose of this repository? Is it to address Common Measures?

A6. The purpose of the repository will be for Common Measure reporting.

Q7. From the RFP it appears that it is the intention of the State to have staff fully trained and ready for handover after seven days of training. Is this correct? Will the vendor be expected to provide further training if needed?

A7. The vendor must provide the costs for two (2) on-site train-the-trainer sessions (two-day), one (1) on-site administrative train-the-trainer session (one-day) and for one (1) on-site technical support training session (two-day). Telephone support for additional assistance must be provided following installation for a period of one year.

Q8. Page 33 Section 21 Implementation Plan and Schedule – This section makes reference to the annual reports due Oct. 1, 2010. In order to produce the reports the UI, WRIS wage data is required. Is the expectation to have all interface work for the various outside systems in place and tested before October 1 in order for the reports to be generated? If so, then what is the due date to have the interfaces developed and in place?

A8. Data extracts to support Federal reporting requirements must be in place to meet the due date for the PY 2009 annual report (due October 1, 2010) per TEGL 17-09. Interfaces are to be in place to meet the reporting requirements.

Q9. Is the Source Code License and conditions on page 32 of Attachment C a mandatory requirement for RFP responses?

A9. Yes, the Source Code License and conditions on page 32 of Attachment C is a mandatory requirement for RFP responses.

Q10. Who will have access to the Source Code? Will all customization after implementation be performed by state staff? Will the Regions have access to the Source Code for modifications for local funding sources?

A10. State staff will have access to the Source Code. State staff will customize the source code, if needed, with assistance from the vendor. The Regions will not have access to the Source Code for modifications for local funding sources.

Q11. What time period does the baseline budget of $400,000 cover?

A11. The time period of the baseline budget will cover the complete cost of the system for the first year of use. The baseline budget is expected to cover purchase of the software, delivery of the source code, installation, conversion, training and the first year of software support and maintenance.

Q12. Will milestones be established for implementation, or will the purchase price for the software be paid in a lump sum upon final acceptance by the State?

A12. Indiana anticipates three (3) or more milestones for payment. Milestone one (1) will be the installation of application and delivery of the source code. Milestone two (2) will be the successful testing of CIMRS following the conversion and installation of the existing data. Milestone three (3) is the system being put into production. Software maintenance and support would be billed monthly once the system is in production.

Q13. If the State makes modifications to the source code, will the Vendor have to modify its Annual Updates and Maintenance for the software to accommodate the State modifications?

A13. No, the state will maintain a log of all changes made by the state and will make the changes again, if necessary, when installing new releases.

Q14. What is the target hand-over date 7/1/2010 or 10/1/2010?

A14. The target hand-over date is 10/1/2010.

Q15. Is there a listing of the federal and state eligibility-based workforce programs regardless of funding source that needs supported?

A15. The list on page 9 under Section C of RFP 10-65 lists the funding sources that need to be supported by CIMRS.

Q16. Can WorkOne office functions referenced be more clearly defined?

A16. WorkOne office functions are described on the official website of the State of Indiana on the Department of Workforce Development link.

Q17. Are the requirements for the state and federal reports standardized and/or fixed in place for the RFP period or will these require adjustments throughout the period to meet reporting guidelines if adjusted by either state of fed?

A17. The federal reports must be adjusted to meet new Department of Labor (DOL) reporting guidelines. There may be some flexibility on adjusting state reports that are not affected by new reporting guidelines from DOL.

Q18. Is hardware quotes expected as part of this RFP?

A18. No, hardware quotes are not part of this RFP.

Q19. How many active WorkOne users will be anticipated? Only 92 or more?

A19. There are 92 offices, the number of users will be less than 3000, the state will add more hardware resources if necessary.

Q20. The functional & technical requirements performed on-site in Indianapolis with provided workplace, etc is presumed to be the 'winning' bidder' and not all pre-award bidders? Is this an accurate assumption?

A20. See Question and Answer #35.

Q21. Clarify "configure IDWD interfaces with proposed CIMRS"? Is it meant to configure to existing systems or interfacing with the designers system?

A21. It is meant to configure with existing systems.

Q22. If unexpected or uncontrolled hardware delays outside of winning bidder's control pushes 'hand-off' date back, is there penalty?

A22. There will be no penalty for unexpected or uncontrolled hardware delays outside of winning bidder's control.

Q23. Is the need for customization of a web interface for general access by the public or the interface that's being used by 92 WorkOne centers?

A23. The web interface is for access by the 92 WorkOne Centers.

Q24. Expand on parameters regarding 'Priority of Service'? Do you mean some users get better service than others?

A24. The Jobs for Veterans Act establishes a priority of service requirement for covered persons.

Q25. Would the specs on UI UpLink, WPRS Processes, State UI wages, WRIS wages, FEDES wages be immediately available to winning bidder?

A25. Yes, specs would be available immediately to the winning bidder.

Q26. Does the software need to be programmed with business rules for program eligibility or are those decisions made outside the system?

A26. The system needs to determine eligibility based on business rules at the point in time of the service provided by the program funding that service.

Q27. Would newly registered clients receiving stimulus funded services be manually identified or are there business rules available that could be programmed into the system to identify this?

A27. Business rules will be developed for clients receiving services funded by stimulus dollars.

Q28. Regarding capturing and displaying EEO notification, is this saying that when a client registers via the web, we display an EEO notification, and record the date/time of when we gave notice to the client?

A28. Clients will not self-register into CIMRS.

Q29. What is meant by capturing referrals to supportive services?

A29. CIMRS will include referrals to supportive services that are provided to the clients.

Q30. Regarding 'Call-in', are saying that a WorkOne Office could trigger a letter / email to go out to a bunch of consumers (or is it just one consumer at a time?) calling them in for an appointment or job referral.

A30. CIMRS will trigger a notification letter or email to either a group of clients or one client at a time.

Q31. Regarding Budgets (item 9 pg 19 Attachment c) Is this a 'State' function? How does this work? Is it meant to be a real-time tracking process so the state can track how much is actually being spent?

A31. Budgets for services are entered per participant and available to local area staff to support effective fiscal management of funding allocations. Tracking real-time expenditures is expected to be in CIMRS.

Q32. Regarding Resources and Quick Links (pg 34) Is this administering the staff interface or the public interface?

A32. Staff will be using the resources and quick links. Clients will not self-register into CIMRS.

Q33. Are the Accessibility requirements (Section 508 of the Rehabilitation Act) applicable just to the public interface, or to all portions of the system? (For example, the interface for the WorkOne offices - does that need to programmed to be accessible to Screen Readers for blind users?)

A33. The accessibility requirements can apply to all portions of the system. It is mandatory for the public interface. A waiver could be granted for the interfaces for internal use only.

Q34. RFP Section 1.7, page 4, Clarification of the proposal submission. Please clarify how many paper copies and CDs and contents of each as section 1.7 page 4 *Each Respondent must submit* ***one original hard-copy*** *(marked "Original") and* ***one original CD-ROM (marked "Original"), and one (1) additional hard copy and five (5) complete copies on CDROM*** *of the proposal, including the Transmittal Letter and other related documentation as required in this RFP.*
Is the following correct?
Total hard copies:
One original
One copy
Total CDs
One original
Five copies
Please confirm.

A34. Yes, that is correct.

Q35. Attachment C - Section 3, page 4 states that it is expected that "most of the work for completing the functional and technical requirements of this RFP will be performed on-site in Indianapolis".

Is there a reason why the configuration needs to be done on-site at Indianapolis vs being done at our home office? This can also impact cost. Please clarify on-site vs Off-site options.

A35. Upon further review the configuration can be done either on-site or off-site.

Q36. Attachment C – Section 16-E, page 32 –Are the two on-site "train the trainer" sessions 2 days each, or 2 days total? Please clarify.
Attachment C – Section 17, page 32 – Source Code License states the following:
The State will be granted a non-exclusive and non-transferable license to use the Source Code of the software provided under this License. With this license the State will receive extensively commented source code of the product, including all the instructions and documentation needed to compile the sources. Under this License the Licensee agrees to use the Source Code of the Software in accordance with the following terms and conditions:

A. *The Software may be used by an unlimited number of developers within the State of Indiana, on an unlimited number of computers for an unlimited number of projects developed by the State of Indiana.*

B. *All Source Code provided by Licensor that is used with an application that is distributed or accessible outside Licensee's organization (including use from the Internet) must be protected to the extent that it cannot be easily extracted or decompiled.*

C. *The Licensee may not resell, rent, lease or distribute the Source Code separately; it may only be distributed as a compiled component of an application.*

D. *The License is royalty-free. The Licensor shall not claim any fee for the sales of the Licensee's applications that have the Source Code of the licensed software incorporated*

Does the State of Indiana plan to use the source code for purposes beyond this project? If so, what are those uses?
Vendors have made significant investment in their products (their Intellectual Property), and will need to protect their investment. Typically escrow accounts are used to hold source code in the event of insolvency of the software provider. Is this approach acceptable to meet Source Code License requirement?

A36. The training sessions are two sessions each lasting two days.
The State of Indiana does not plan to use the source code for purposes beyond this project. An escrow account is not an acceptable approach to meet the source code license requirement.

Q37. Section 6 of 65attc states that a Business Requirements Checklist needs to be completed. Is it the same as the Strategic Business Requirements Checklist?

A37. Yes

Q38. What is the current caseload per program (Wagner-Peyser Labor Exchange, Veterans Employment & Training Service, Worker Profiling and Reemployment Services , Trade Adjustment Assistance Act, Alternative Trade Adjustment Assistance, Workforce Investment Act , Adult and Dislocated Worker, Older and Younger Youth, 15% Activities, National Emergency Grant (NEG), Youth Summer Employment, ARRA Registrations/Services)?

A38. This is not an issue for the vendor.

Q39. Would IDOA/IDWD be open to an on-demand solution if sound ROI is proven or does it have to be on-premise?
Examples:

a. Oracle CRM On Demand – Hosted (SaaS) CRM application where users are licensed per seat per month. This model requires a small implementation and the application fees are considered operational expenses as opposed to a capital expense.
b. Siebel CRM – traditional on premise software installed behind the client's firewall. Client is responsible for license and maintenance fees as well as hardware to support the environment.

A39. No, IDWD is not open to an on-demand solution.

Q40. What is anticipated growth in number or % of applications per year for the next 4 years?

A40. The state does not have a prediction of the 4 year growth rate of applicants.

Q41. How many caseworkers and other personnel are anticipated to use the system?

A41. Less than 3000 personnel are anticipated to use the system.

Q42. Is there a ratio of caseworkers to client/applicants used?

A42. No

Q43. What system is currently being used for CIMRS?

A43. TrackOne is the current case management system. CMDART is used by state staff for federal reporting using weekly text data extracts provided by the vendor.

Q44. What is current hardware, database, application software and operating system (with versions)?

A44. Various model HP and Dell PCs, Microsoft SQL 2005, Microsoft XP Operating System.

Q45. Who are the vendors that have expressed interest in responding to this RFP?

A45. A list of Pre-Proposal Conference Attendees is posted on the IDOA website for this RFP.

Q46. $400,000 is listed as the baseline cost/budget based on current contract. What is included in this contract price? Software, licensing, maintenance, training, implementation, etc.

A46. The time period of the baseline budget will cover the complete cost of the system for the first year of use. The baseline budget is expected to cover purchase of the software, delivery of the source code, installation, conversion, training and the first year of software support and maintenance.

Q47. Is there an anticipated award date?

A47. An award date has not been determined.

Q48. Is there an anticipated start/launch date?

A48. The target start date is 5/1/2010 with a hand-over date is 10/1/2010.

Q49 When will funds be available?

A49. Indiana anticipates three (3) or more milestones for payment. Milestone one (1) will be the installation of application and delivery of the source code. Milestone two (2) will be the successful testing of CIMRS following the conversion and installation of the existing data. Milestone three (3) is the system being put into production. Software maintenance and support would be billed monthly beginning once the system is in production.

Q50. What is the certain criteria that must be met in order to gain the 5 bonus points?

A50. See **Section 3-Proposal Evaluation** of RFP 10-65 for the criteria to gain the 5 bonus points.

Q51. It was indicated in the Pre-Proposal Conference Meeting that this RFP does not include a Buy Indiana evaluation criteria due to the Federal Guidelines. Can you please reference the Federal Guideline(s) which indicates this?

A51. 26 CFR 97-36.

Q52. Was any part of the RFP and/or statement of work developed by a 3rd party (not a state or DWD staff), and if so, is that person or organization prohibited from bidding?

A52. No part of this RFP was developed by a third party. Indiana reviewed several RFP's written by other states for a similar product and certain parts of those RFP's were used with permission from those states. Those states are not bidding on CIMRS.

Q53. If the answer to the above is yes, can you please provide the name of the person or organization/entities?

A53. Not applicable.

Q54. Pg 32, Section 16.A. of Attachment C, references "Indiana Job Link", what is Indiana Job Link?

A54. The line that referenced "Indiana Job Link" was used from another RFP. Upon further review, Pg 32, Section 16.A. only the words "technical support for data conversion from the existing system" will be considered as a requirement for this RFP.

Q55. Define changes that are to made without database adminstrator?

A55. The system needs to allow for maintenance of database content that is relevant to Indiana's installation, example new Indiana zip codes, counties, etc.

Q56. Does annual maintenance agreement begins at project completion or project start date?

A56. Annual software support and maintenance starts when the system goes into production.

Q57. Could you provide documentation of the work flow of current system?

A57. WorkOne office functions are described on the official website of the State of Indiana on the Department of Workforce Development link http://www.workoneworks.com/ . The workflow of the current system is not available.

Q58. What are current specs for your development server and what version of SQL are you running?

A58. The data to be converted will be available in the form of a Microsoft SQL 2005 database.

Q59. Are all remote location going to be utilizing the same system?

A59. The WorkOne offices will have similar systems, but they will not be the same. The winning vendor does not need to be concerned about the systems in use by the WorkOne offices for accessing the CIMRS system.

Q60. Section 2.5 (page 16) of the main RFP states "*The baseline for this project is $400,000*."

Can you explain what this means? Is this the budget? Is the baseline an annual amount?

A60. This is a first year cost for implementing the requirements in this RFP. The time period of the baseline budget will cover the complete cost of the system for the first year of use. The baseline budget is expected to cover, purchase of the software, delivery of the source code, installation, conversion, training and the first year of software support and maintenance.

Q61. Section 7.G of Attachment C (page 6) indicates required interfaces. There are only five interfaces listed in the RFP (UI Uplink, WPRS, State UI, WRIS and FEDES Wages).

Does this mean that staff will have to enter the data from the new system into Indiana Career Connect by hand? Will there by double data entry for non-UI claimants?

A61. The state may choose to utilize the existing ESB (enterprise service bus) interface to Indiana Career Connect at a future date. This is not a requirement at this time. If a client were not a UI applicant they would have to self register in Indiana Career Connect.

Q62. Section 17 of Attachment C (page 32) describes a Source Code License.

Would putting the source code in escrow satisfy the requirement?

A62. No

Q63. Can you please explain the statement in Section 17.D of Attachment C (page 33) that states, "*The License is royalty-free. The Licensor shall not claim any fee for the sales of the Licensee's applications that have the Source Code of the licensed software incorporated*."

Is the State of Indiana intending to sell this application?

A63. No the state of Indiana is not intending to sell this application.

Q64. Can you please provide the estimated commencement date for the project and delivery date for the new system?

A64. The estimated commencement date is 5/1/2010 with a completed 'go live' date of 10/1/2010 or sooner if possible.

Q65. Section 9.I of Attachment C (page 16) indicates functionality to "*enter overall financial position reports into the system*".

Can you describe what form such reports might take?

A65. Upon further review this report is not a requirement.

Q66. Section 11.A.c of Attachment C (page 20) indicates "*Dislocated Worker Quarterly Totals)*".

Can you clarify this requirement, as it does not appear to be a federally mandated part of the WIA Performance Reports?

A66. This report provides Dislocated Worker Quarterly Totals that are used in ETA 9104.

Q67. Section 11.F.o of Attachment C (page 20) indicates functionality to "*Report of participants who are enrolled but do not have a participation date (have not received a service that sets participation)*".

Can you clarify this requirement? Isn't it a requirement that workers not be enrolled in services without participation? Shouldn't the system enforce a participation records as part of enrolling in a service?

A67. A period of participation begins when a client receives the first service funded by a program (excluding follow-up services). The date of the first service is the participation date. An enrollment is taking demographic information from a client and does not constitute a service provided to the client.

Q68. Section 11.K.u of Attachment C (page 21) under TAA Grades/Syllabi indicates "*D grades and syllabi status/date received)*".

Can you clarify the grades and syllabi status requirement? Why is the syllabus status part of reporting, as this can change during the course of training?

A68. The system will reflect the receipt of TAA Grades and Syllabi for the TAA program for which the client has been approved. The syllabi would be for the client's education program at the time of TAA approval.

Q69. Section 11.T (page 22) lists a *Call In Report*, but does not have any information other than the title of the report.

Can you clarify what is intended for this report?

A69. The Call In Report contains the unique id of the client, the name of the client, the office, the staff name, the reason for the 'Call In", the 'Call In" date, and the 'Call In' time.

Q70. Section 11.BB (page 22) lists an *Outreach Report*, but does define the context of *Outreach*. The term is not used anywhere else in the RFP.

Can you clarify what is intended for this report?

A70. The 'Outreach Report' is a report that provides aggregated count for a selected time period for a selected region on what prompted a client to come in to the office. Some choices may be: Internet, newspaper ad, radio advertisement, etc.